DeskJet 9xx Maintenance and Troubleshooting
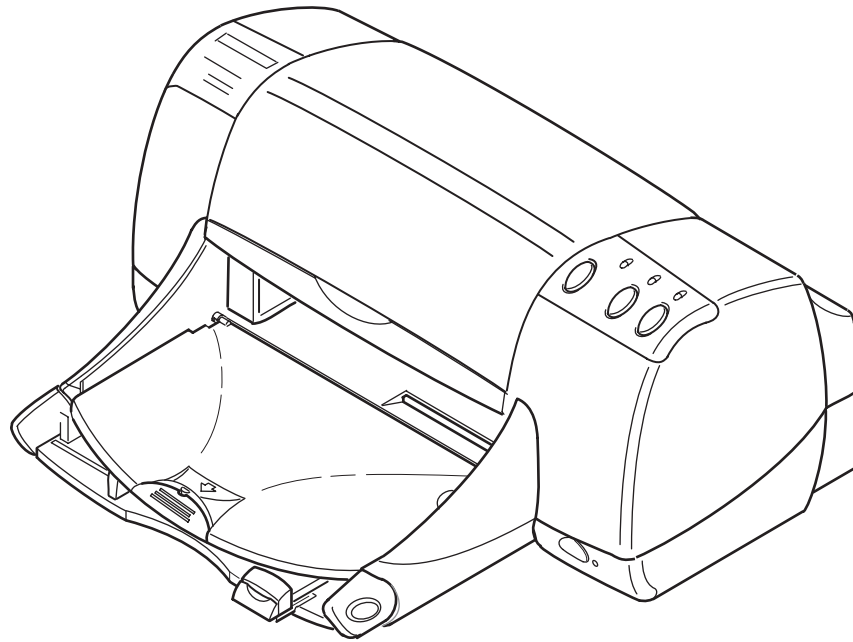
Cleaning

Backbone: Use water on a clean lint-free cloth. Dry carefully, parts left damp may rust.

Carriage rod: Cleaning is not recommended. If extremely dirty, wipe with a clean lint-free cloth. Use no water or solvents.

Encoder strip: Wipe left to right (viewed from front) with a clean lint-free cloth. Do not pull hard on the strip.

Pivot assembly: Use water on a clean lint-free cloth. Dry carefully.

Drive roller: Use water on a clean lint-free cloth. Do not use solvents.

Case Parts: Use mild detergents such as PK 200 or Simple Green with water on a clean lint-free cloth. Solvents and water on a clean lint-free cloth can be used to remove stubborn fingerprints, etc., on external case parts.

Print cartridge contacts: Use water on a lint-free cloth.

Paper dust: It is recommended that vacuuming be used to remove paper dust from inside the printer, not compressed air.

Bonnet: Use a dry cotton swab only. If deposits are bad in the wiper scraper area, use water or alcohol on the cotton swab. Replace wiper assembly in all repairs.
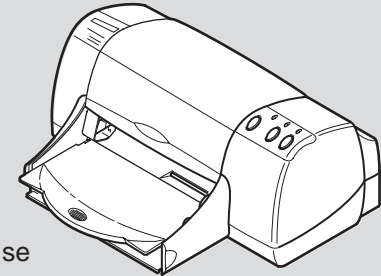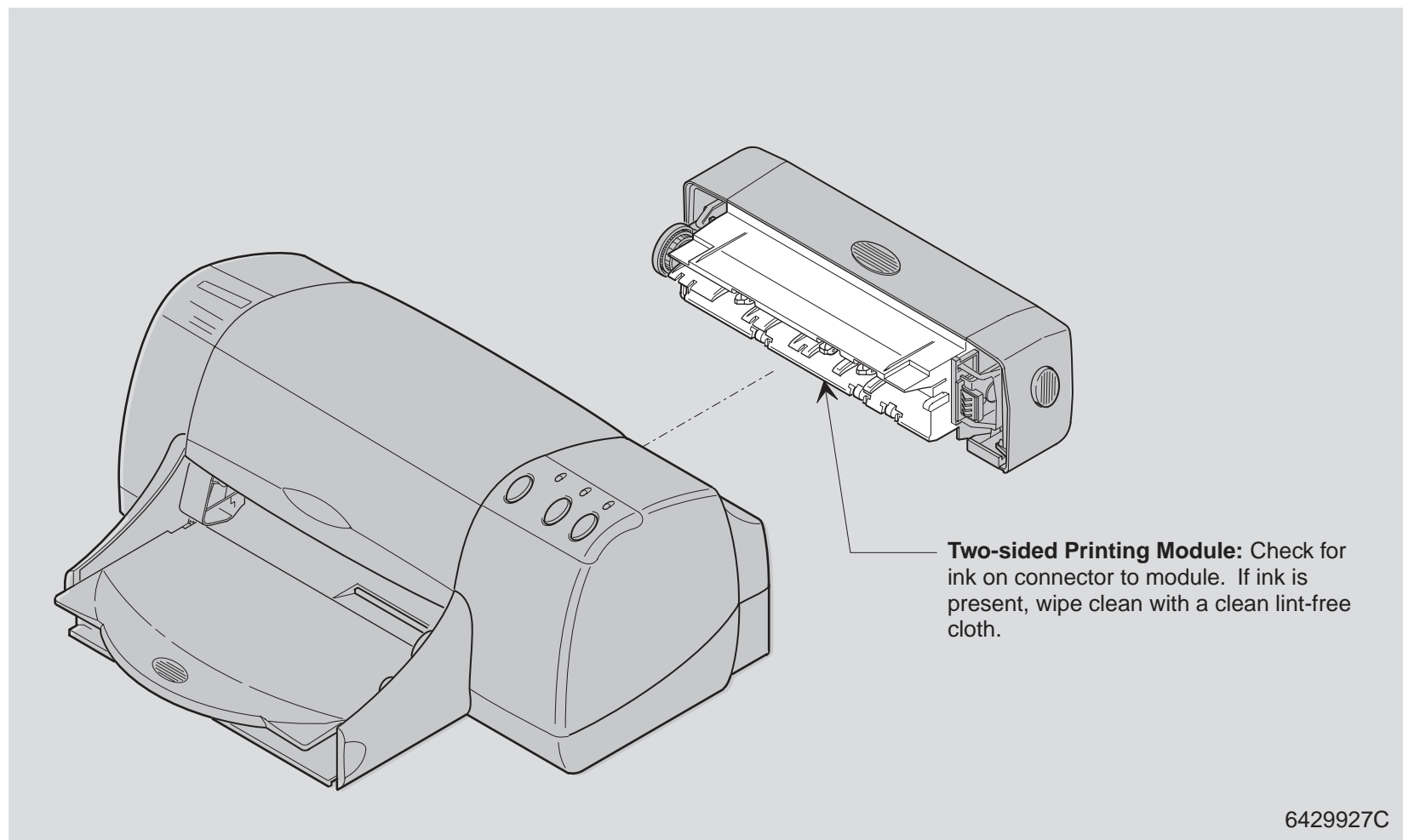
> ### IMPORTANT
> **Do not clean the following**: Pinch rollers, drive belt, service station (except as otherwise noted), PCA and other electronics such as cables and motors.

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Cleaning (Duplexer)

Two-sided Printing Module: Check for ink on connector to module. If ink is present, wipe clean with a clean lint-free cloth.

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Lubrication (Carriage Rod)
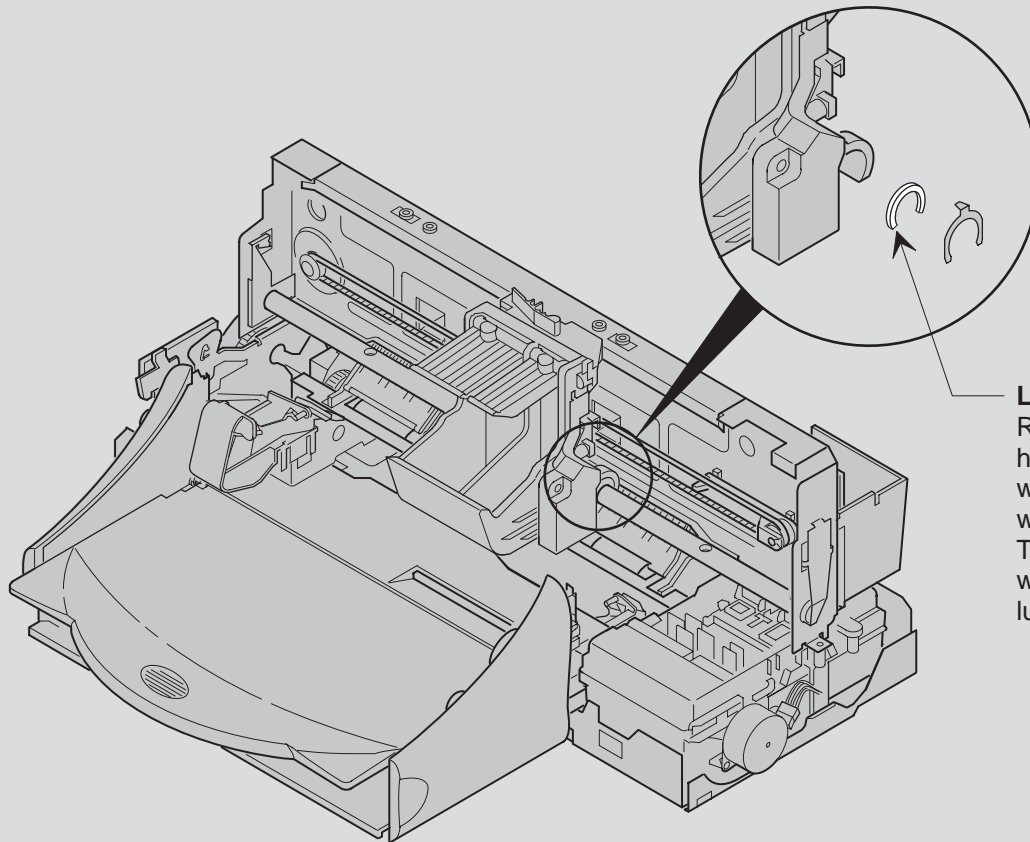
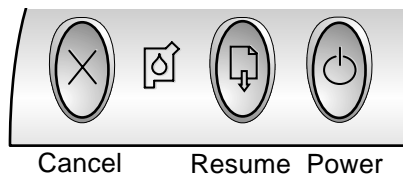**Lubrication:** Cleaning the Carriage Rod is not recommended. If, however, the Carriage Rod was wiped clean, replace the felt washers on the Carriage Assembly. The Felt Washers are impregnated with oil to provide the necessary lubrication for the Carriage Rod.

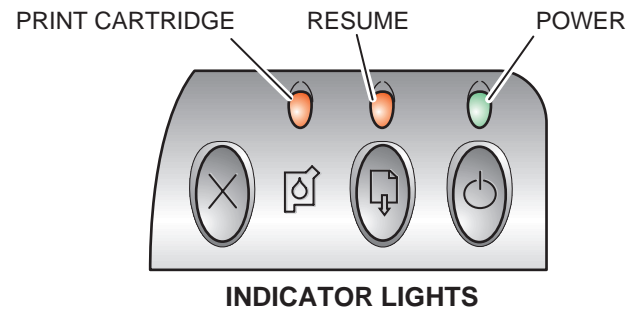6429924C

Front Panel Internal Self Tests

Listed below are the Front Panel Internal Self Tests (also known as Tap Tests) supported by DeskJet 9xx Printer Family firmware and what they do.

All tap tests are invoked by holding the power button down while pressing the resume button the specified number of times. The cancel button equals ten button presses; so if you need to do a 41-tap test, for example, hold the power button down while pressing the cancel button four times and the resume button once.

Cancel   Resume Power

Taps	Models	What it Does
1	All	Marketing Demo
2	All	Memory Test (No print out)
3	93x,95x,96x,97x,99x	Calibration Page (OTOE auto pen alignment)
4	All	Internal Self-Test
5	All	Firmware Revision Code (No print out)
6	All	Last Error Number (No print out)
7	92x,93x,94x,95x,97x	Manufacturing line test
8	All	Infinite Hs
9	92x,93x,94x,95x,97x	4x6 Manufacturing line test
11	All	Paper Calibration Page
12	All	Extended Self-Test (NVM dump)
14	96x,99x	Paper Motor Calibration Procedure
15	92x,93x,94x,95x,97x	Toggle P1284 Kick (No print out)
20	All	Level 1 Pen Recovery (Mini mop) (No print out)
21	All	Level 2 Pen Recovery (Slow mop) (No print out)
22	All	Level 3 Pen Recovery (Spit on wipers) (No print out)
30	93x,95x,96x,97x,99x	Pen Alignment Page
31	All except 92x	Duplex Demo
32	96x,99x	Skew Test
34	995	Resets Device Name and PIN Code to defaults; resets access mode to Public; turns authentication and encryption OFF
41	All	Dot Count and Low On Ink Status Report
42	96x,99x	Pen ID
43	995	Delete link keys for all bonded devices (resets bonding)
44	995	Combined effect of 34 and 43 taps
66	93x,95x,97x	Photo Tray Calibration
84	96x,99x	Nozzle Pattern Test
90	995	Bluetooth Bonding: Enter Bluetooth bonding mode (scans for inquiries for 1 minute) Same as holding down the power button for 3 seconds.
91	995	Bluetooth Reports: Print the Bluetooth Reports page. Same as holding down the cancel button for 3 seconds.

Light Indications

PRINT CARTRIDGE   RESUME   POWER

INDICATOR LIGHTS

Light Indications

Print Cartridge Light	Resume Light	Power Light	Condition	Solution	Check the following if caused by a printer hardware problem:
Off	Off	Off	Printer off or Printer in sleep mode.	Press the Power button to turn the printer on or "wake up" the printer.	Power Supply PCA, Cable Assy, Carriage PCA, Keypad Assy, Main Logic PCA,
Off	Off	On	Ready for print job.	Send the printer a job.	
Off	Off	Blinking	Printer is busy receiving data or printing, or aborting print job/operation.	Wait for printer to complete print job.	If Power Light continues to blink, the Main Logic PCA may be faulty or there is a problem with the printer driver.
Off	On	On	Rear Cleanout or 2-Sided Printing Module not installed (except DJ 99xC printers) or 2-Sided Printing Module back door open. Except: DJ94x and DJ92x	Install Rear Cleanout or 2-Sided Printing Module or close rear door on 2-Sided Printing Module. If light indication continues, possible causes include: Rear Access Sensor on Logic PCA, Rear Access Flag on Upper Guide, Sensor on 2-Sided Printing Module, Interconnect.	Main Logic PCA, Interconnect, Rear Cleanout Flag on Upper Guide, 2-Sided Module PCA, 2-Sided Module Flag or Rear Door.
Off	Blinking	On	1. Printer detects a paper out condition. 2. Printer detects a paper jam. 3. Printer ready to eject banner paper. 4. Timeout waiting for data. 5. Printer in wait state to allow ink to dry.	1. Load paper and press the Resume button. 2. Remove paper jam and press the Resume button. 3. Press the Resume button to eject banner paper. 4. Press the Resume button to eject sheet. 5. Wait for end of wait state. Otherwise press the Resume or Power button.	OOPS Flag, Pick Feed Roller, Feedroller Assy, In Tray, I/O Assy, 2-Sided Printing Module, Rear Cleanout Assy, Paper Motor, Paper Motor Belt, Encoder Disk, Cam Gear, Pinch Rollers, Main Logic PCA, Carriage PCA, Lower Paper Guide, Upper Paper Guide, Inner Paper Guide, Kicker Assy, Separator Pad, Paper Pusher.

Light Indications

Print Cartridge Light	Resume Light	Power Light	Condition	Solution	Check the following if caused by a printer hardware problem:
Off	Blinking Alternately		Paper Stall Condition.	See the user guide that came with the printer to solve a paper stall condition.	-In Tray, I/O Tray, Pick Feed Roller Assy, Feedroller Assy, OOPS Flag, DOOPS Flag, Pick Cam Gear, Pinch Rollers, Lower Paper Guide, Rear Access Cleanout, Kicker, 2-Sided Printing Module, Shifter Spring, Separator, Paper Motor, Paper Motor Belt, Paper Motor Encoder
Off	Blinking Simultaneously		Carriage Stall Condition	Open the Access Door and verify there is no obstruction blocking the Carriage path. Cycle power. For more information see the user guide that came with the printer.	Encoder Strip, Turnaround Assy, Carriage PCA, Carriage Assy, Spot Detector, Main Logic PCA, Carriage Rod, Mech PPS Adjustment, Carriage Motor
Blinking Alternately			Fatal Error (Assert Error Condition)	Turn off the printer then turn the printer back on. If the error reappears, press the resume button and see Error Codes for determining probable cause of error condition.	Main Logic PCA, Carriage PCA, Cable Assy, Power Supply PCA, Mechanism Binding